

## Administrative Vendor - Performance Report January 2007

<b>Single Point of Entry Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	<b>98%</b>	99.9%	22,734 applications processed in 4 days out of 22,766 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	<b>5%</b>	0%	0 blocked out of 134,170 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	<b>5%</b>	4.1%	6,561 abandoned out of 134,170 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	1,874 returned in 2 days out of 1,874 voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

<b>Healthy Families Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness determination of applications within three (3) business days after receipt from SPE.	<b>99%</b>	99.9%	18,674 out of 18,689 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	<b>99%</b>	100%-Appeals 100%-Prog Rev	150 out of 150 appeals 12,082 out of 12,082 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	<b>99%</b>	99.8%	73,271 out of 73,437 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	<b>3%</b>	0%	0 blocked out of 173,423 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	<b>3%</b>	1%	2,125 abandoned calls out of 173,423 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	<b>85% in 25 seconds</b>	86%	102,280 calls answered in 25 seconds out of 122,541 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	482 returned in 2 days out of 482 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report December 2006

<b>Single Point of Entry Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	<b>98%</b>	98.3%	393 applications screened correctly out of 400 applications

<b>Healthy Families Program Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	<b>98%</b>	98%	392 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	<b>98%</b>	100%	405 applications with correct eligibility determinations out of 405 HFP AER applications
Accuracy of adjudications of HFP appeals received.	<b>98%</b>	99.3%	135 appeals with correct appeal determinations out of 136 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	<b>98%</b>	100%	1,327 correct and successful 834 transactions generated out of 1,327 triggering events

<b>Healthy Families Program Quality and Accuracy Standard for Plan Transactions</b>	<b>Goal</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	<b>98%</b>	100%	1,200 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	<b>98%</b>	99.8%	1,198 correct determinations and successfully generated plan files out of 1,200 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.

\*We are monitoring and reporting contractor performance for Quality and Accuracy standards for Plan Transactions which are not yet contractually in effect until January 2007, which will be reported in March 2007. Contractor performance is being reported for information purposes only until the standards become effective.